

OFFICIAL FILE

ILL. C. C. DOCKET NO. 02-0441

CUB Cross DADR No. 10

Witness _____

Date 8/28/02 Reporter CB

-----Original Message-----

From: Doug Cueller
Sent: Thursday, May 23, 2002 12:17 PM
To: 'ehudson@consumerchoiceinc.com'
Subject: FW: Nicor Name on ID Badge

Erik-- This is the second complaint both in CCI exclusive towns. Please make sure that this is the last or we will have to consider terminating our business relationship. SES can not risk being *accused last* kicked out of the select program by Nicor Gas because of this issue. I appreciate your immediate attention to this problem. Thanks,

Doug

-----Original Message-----

From: Mary Lou Grzenia [SMTP:Mgrzeni@NICOR.COM]
Sent: Thursday, May 23, 2002 12:08 PM
To: Doug Cueller (E-mail)
Cc: Pam Durnin (E-mail); John Madziarczyk; Al Harms
Subject: Nicor Name on ID Badge

Doug,

We got a second call yesterday from a customer claiming Santanna's door-to-door rep had Nicor's name/logo on his ID badge.

The customer is:

[redacted]

Is it possible that you have someone not using the proper badge? Thanks for handling.

Mary Lou Grzenia
Senior Rate Analyst
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